

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance¹

On October 6, 2003 Jayco Inc. was notified of a potential defect which relates to motor vehicle safety exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 10/9/03

Furnish the manufacturer's identification code for this recall (if applicable):

03E044000

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

Samsung Electronics Co., LTD
CS Group
Living Appliances Division
416 Maetan-3 Dong, Paldal-Gu, Suwon City, Gyeonggi-Do, Korea
442-742

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Janae' Kurtz
Director After Market Services

Name and Title of Person who prepared this report.

David VanderMolen
Technical Service Liaison

S *David C. Vander Molen*

10/9/03

Date

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, *for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:*

Make(s) **TBD** Model Years Involved: **2002-2004** Model(s): **TBD**

Production Dates: Beginning: Ending:

VIN Range: Beginning: Ending:

Vehicle Type: **RECREATIONAL VEHICLE** Bodystyle:

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Microwave is installed in certain models of motor homes and travel trailers.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

We are currently working on obtaining this number. For your information, the estimated total number of microwaves purchased from 2/01/01 to current is 4600.

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
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TBD

Total Number Potentially Affected by the Recall:

100%

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance:

99%

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

TBD

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Samsung indicates: An electrical short can occur between circuit patterns on the membrane panel, especially where overlapped by a "Jumper" or jump wire. This may cause a malfunction causing the oven to activate without pressing any keypads. Depending upon where the electrical short occurs, the membrane panel keypad will determine whether and for how long the oven operates, if at all.

Describe the cause(s) of the defect or noncompliance condition.

Samsung indicates: At this time, we believe that the electrical short is caused by excessive heat inside the Recreational Vehicle. This can cause the insulation between the lower circuit and the jump wire to weaken which causes the electrical short.

Describe the consequence(s) of the defect or noncompliance condition.

Samsung indicates: An electrical short between circuit patterns on the membrane panel can activate a keypad on the One Touch Instant Cook (such as popcorn, potato, etc...) causing the microwave to automatically activate. This may cause fire or smoke damage if the consumer use their microwave oven for storage purposes or have left some items in the microwave inadvertently.

Identify any warning, which can (a) precede or (b) occur.

Samsung indicates: Consumers should unplug their microwaves, if possible. If the consumer can not unplug the microwave, they should leave the door ajar until the unit or the membrane panel is replaced. Consumers should never use the microwave oven for storage or leave any towels, paper, cloth or other products in the microwave after use.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

Sejin Electronics and Newtechman are the two membrane pad suppliers. Samsung will supplement with corporate addresses.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

Samsung indicated they will supplement

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IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

On 10/6/03 Jayco received a letter from Samsung reporting perspective recall. Models MR5491, MR 5492, MR 5493, MR 5494, MR 7491, MR 7492, MR 9493, MR 6698, and MR 6699 were the models affected by the recall. Jayco has not had any reports of injuries, fire, or smoke on any of these models of microwaves.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Samsung to supply you with this information.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Samsung to supply us with this information.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Samsung indicated that the difference between the recalled assembly and the remedy assembly was pictured in the 573 form reported to you.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Samsung indicates: The improved membrane panel will be used in production when they become available in October 2003.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

We are working to identify the scope of units affected. We will supply Samsung with a complete list of dealers and customer names and addresses for mailings to notify for the recall.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

October 2003

IMPORTANT SAFETY RECALL CAMPAIGN ANNOUNCEMENT

Dear Jayco Dealer:

This letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DEFECT INVOLVED

Jayco, Inc. has been informed by Samsung that microwave ovens model MR5492W, 6699GB, & 6699SB installed in certain Jayco mini motor homes and travel trailers manufactured between 2002 through 2004 model years are being recalled. The nature of the defect relates to the One Touch Cook Pad shorting out and causing the microwave to run independently.

At this time if you have any model microwave that are in one of the models affected please unplug the microwave. **Attached is the official notification from Samsung.** The notification indicates that if you have any questions pertaining to this recall you should contact them directly for your convenience the telephone number is 866-656-3946.

Federal law requires that all units in your inventory be repaired prior to delivery to a customer. If you have sold a unit recently that you have received a stock recall notice on, please contact the owner immediately to advise of the recall. You may do this by sending a copy of this recall notice and we would encourage you to follow up with a telephone call.

Thank you for your assistance.

Sincerely,

Jayco, Inc.
After Market Services

Enclosures

SAMSUNG

ELECTRONICS

DRAFT PRESS RELEASE

FOR IMMEDIATE RELEASE

CONTACT: Ethan Rasiel
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**SAMSUNG, NHTSA ANNOUNCE
RECALL OF MICROWAVE OVENS IN RVs**

Mt. Arlington, NJ – October 8, 2003 - Samsung Electronics, in cooperation with the United States National Highway Traffic Safety Administration (NHTSA), announced the recall of nearly 184,000 microwave ovens that were installed in recreational vehicles (RVs) sold in the US during the past 3 years. Samsung has determined that some of these microwave ovens may present a safety hazard due to a defective part that may cause them to begin operation unassisted and result in smoke or fire.

Samsung will repair the ovens free of charge for consumers. In the meantime, consumers who own RVs with the affected ovens should unplug the microwaves – or, if that is not possible, leave the microwave door ajar, which will prevent the oven from operating. As a general safety precaution, consumers should never store items in microwave ovens or leave items in the ovens after use.

Samsung is currently working with more than 150 RV manufacturers nationwide to arrange to have the microwave ovens repaired for consumers free of charge. The details of the recall and repair procedures are currently being finalized with these

manufacturers. Complete instructions for consumers will be issued as soon as the details are finalized.

"Samsung is dedicated to creating superior products and offering exceptional customer service," said **Ron Hartle, Director of Samsung's Customer Care Center**.

"Samsung's top priority is consumer satisfaction and safety, and we are committed to taking all appropriate actions to address and resolve this issue as expediently as possible."

The microwave ovens with parts affected by this recall were built by Samsung between May 2000 and September 2003 and installed in RVs sold between 2001 and 2003. The models of microwave oven affected are: MR5491G, MR5491G01, MR5492W, MR5494W01, MR5493G, MR5493G01, MR5494W, MR7491G, MR7491G01, MR7492W, MR7492W01, MR7493G, MR7493G01, MR6698WB, MR6699GB, and MR6699SB. Consumers can locate the model number and manufacture date of their oven on the inside of the microwave oven door. No other Samsung microwave ovens are involved in this recall.

For more information, consumers should contact the Samsung Customer Care Center at 1-800-932-3637 or visit the Samsung website at:
www.samsungusa.com/microwaveovens.

Consumers may also visit the NHTSA website at <http://www-odj.nhtsa.dot.gov/cars/problems/recalls/recallsearch.cfm>; the NHTSA campaign number is 03E044000.

About Samsung Electronics America, Inc.

Headquartered in Ridgefield Park, NJ, Samsung Electronics America, Inc. (SEA), a wholly owned subsidiary of Samsung Electronics Co., markets a broad range of award-winning, advanced digital consumer electronics and Information systems products. The SEA organization oversees the North American operations of Samsung Telecommunications USA, Samsung Electronics Canada and Samsung Electronics Mexico. Please visit www.samsungusa.com for more information.

About Samsung Electronics

Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunications, flat panel display and digital convergence technology. Samsung Electronics employs approximately 75,000 people in 89 offices across 47 countries. The company is the world's largest producer of memory chips, TFT-LCDs, CDMA mobile phones, monitors and VCRs. Samsung Electronics consists of four main business units: Digital Media Network, Device Solution Network, Telecommunications Network and Digital Appliance Network Businesses. The company web site is located at <http://www.samsung.com>.

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